SIGNIVENT

Devices and diagnostics

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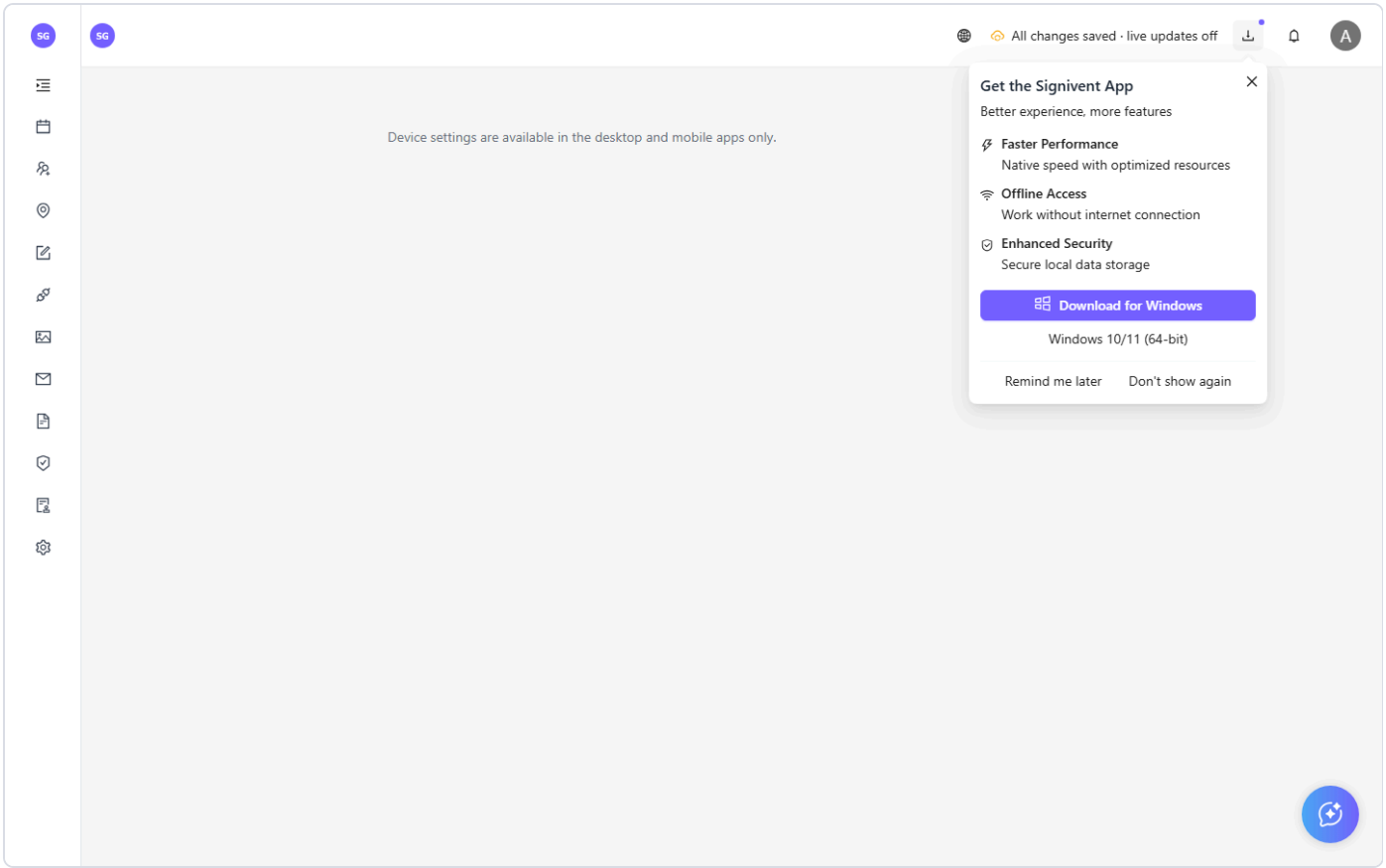
Device settings belong to the Signivent desktop and mobile apps: they show what is stored on the computer or phone you are holding, its offline data and how it syncs. In a web browser the page only says where to find them. **Staff Diagnostics** is a support tool for Signivent staff.

Get the desktop app

1. Click the download icon in the top bar.
2. The **Get the Signivent App** panel lists what the app adds: faster performance, offline access and secure local storage.
3. Click **Download for Windows** (Windows 10 or 11, 64-bit). **Remind me later** hides the panel for now; **Don't show again** hides it for good.



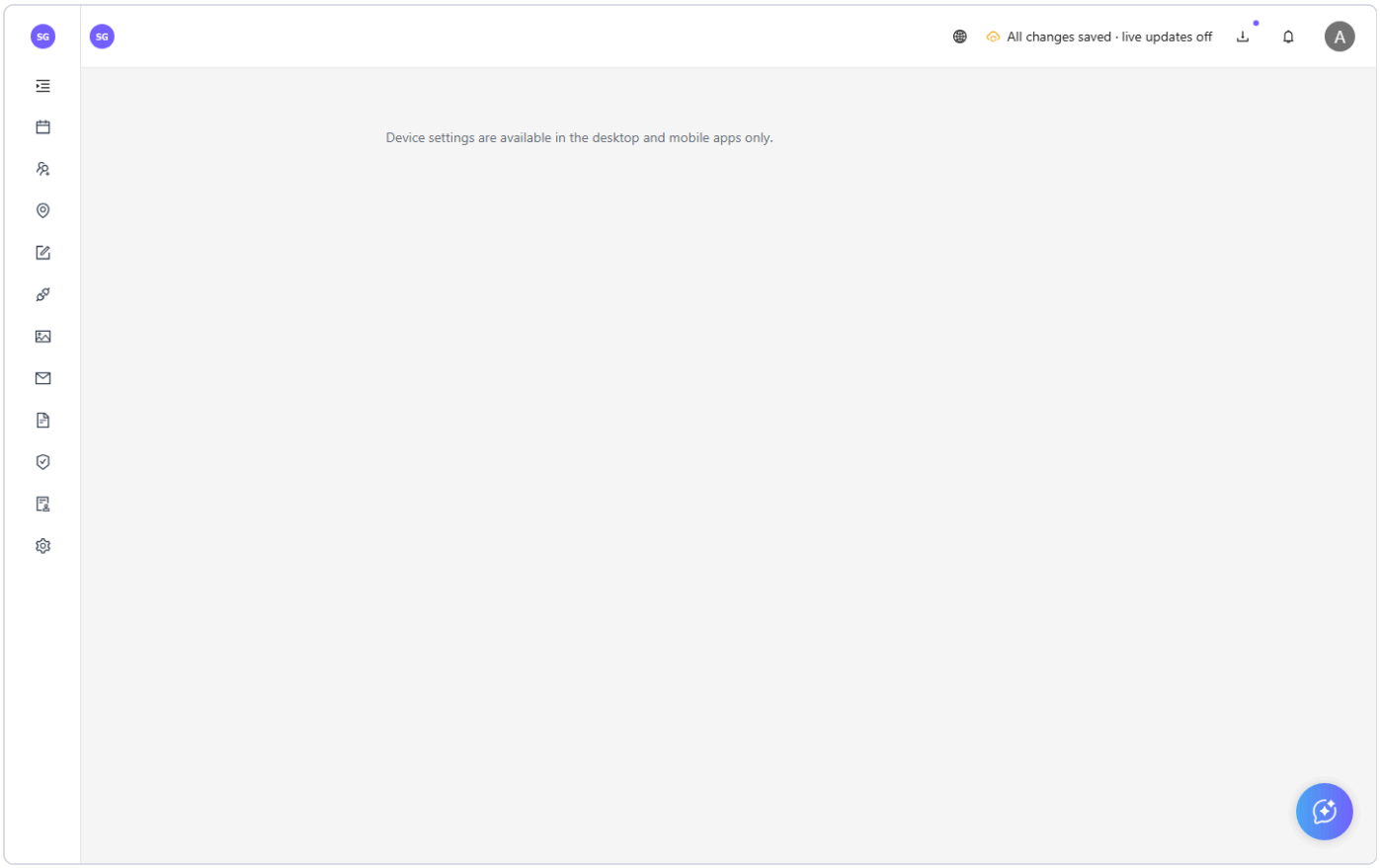
The Get the app panel: faster performance, offline access, enhanced security and Download for Windows

Sign in to the app with the same Client ID, email and password you use on the web.

The This device page

In the desktop and mobile apps, **This device** (in the profile menu, or at `/dashboard/device`) has sections for **Device** (including the app version), **Storage**, **Offline data**, **Sharing (P2P)** between nearby devices, **Sync**, **Station** and **Diagnostics**, each with **Refresh**.

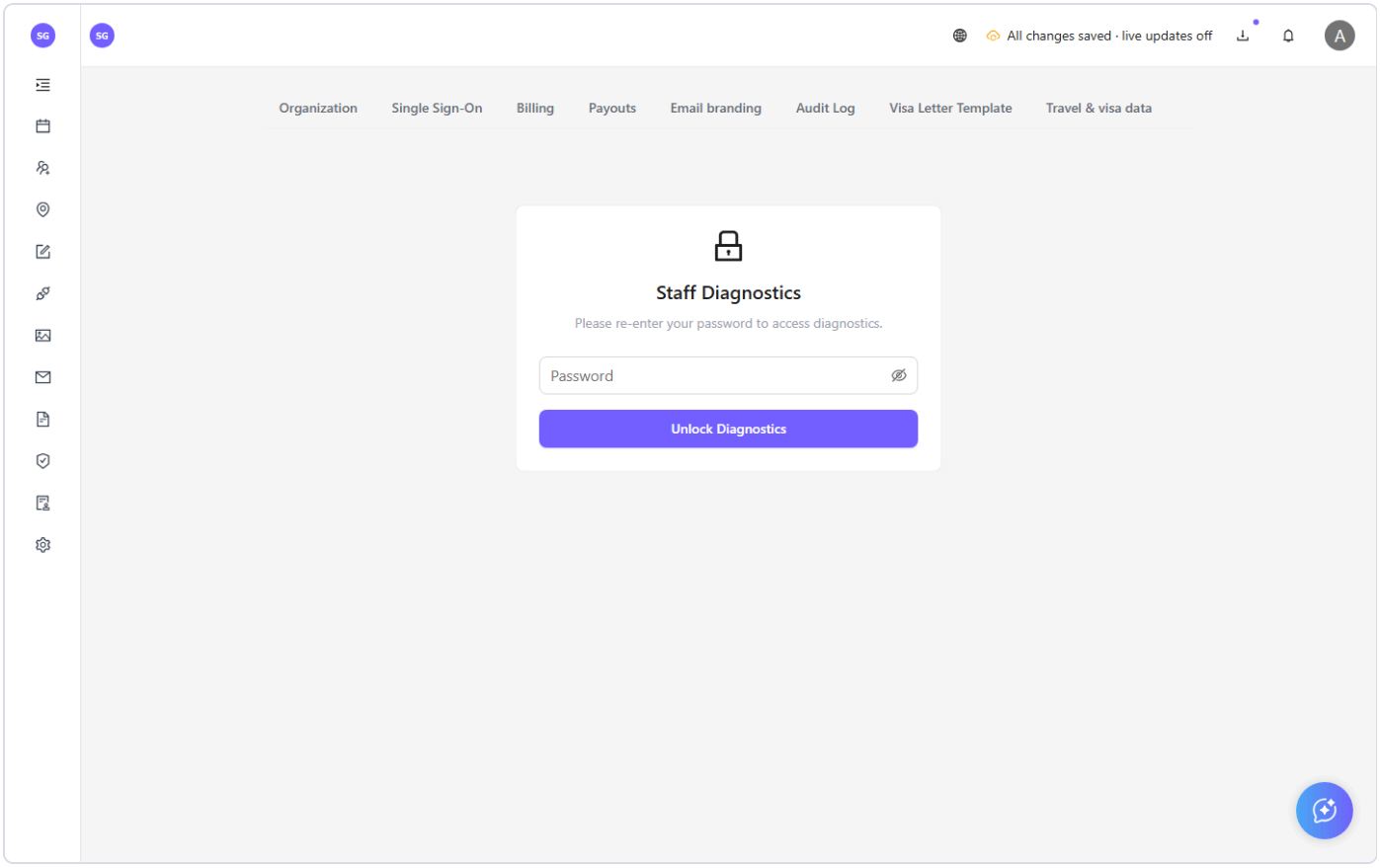
In a web browser the same address shows a notice instead, because a browser tab has no device storage to manage.



This device in a web browser: Device settings are available in the desktop and mobile apps only

Staff Diagnostics

Staff Diagnostics (`/dashboard/settings/diagnostics`) is for Signivent support staff. It asks for your password again; for anyone who is not staff it then says **Not staff** and stays locked. If you need diagnostics for a problem, contact support, and include the reference shown in the error message (it starts with DIAG-).



Staff Diagnostics asking for the password, with the Not staff message

Troubleshooting

You see	Why	Fix
"Device settings are available in the desktop and mobile apps only"	You are in a web browser	Install the app, or use a browser for everything else
Not staff on Staff Diagnostics	That page is for support staff	Contact support with the DIAG reference from the error
The download panel keeps appearing	It reminds you until you choose	Click Don't show again